

<div><div><div>UAMS</div><div>University of Arkansas for Medical Sciences</div></div><div>Weekly Report</div></div>															
		3/20/2021	3/13/2021	3/6/2021	February	January	December	November	October	September	August	2020	2021	Aug 2020 - 2021 YTD	
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	45	101	78	747	782	1736	2031	1596	2656	367	8386	1732	10118	
	# Indexes Complete	34	74	60	609	626	1415	1642	1338	2041	306	6742	1387	8129	
	% Indexed Complete	75.6%	73.3%	76.9%	81.5%	80.1%	81.5%	80.8%	83.8%	76.8%	83.4%	80.4%	80.1%	80.3%	
	# Indexes unreachable (Max Attempts)	10	26	16	136	153	314	381	238	596	26	1555	337	1892	
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	22.2%	25.7%	20.5%	18.2%	19.6%	18.1%	18.8%	14.9%	22.5%	7.1%	18.6%	19.5%	18.7%	
	# Indexes Attempted calls (all completions + at least 1 attempt)	45	100	76	747	782	1735	2030	1597	2649	332	8343	1730	10073	
	Average time from Index Received to Index Reached	0.00:54.35	0.01:40.38	0.01:20.30	0.02:05.16	0.01:57.33	0.02:16.03	0.03:40.56	0.04:41.22	0.14:20.53	0.13:37.44	0.06:56.56	0.01:45.02	0.04:53.26	
	Average Index Handle Time	0.00:10:52	0.00:10:52	0.00:10:52	0.00:09.16	0.00:09.16	0.00:09.22	0.00:10.58	0.00:16.20	0.00:14.04	0.00:11.41	0.00:12.30	0.00:09.40	0.00:11.23	
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	75.56%	73.27%	76.92%	79.25%	75.32%	77.02%	76.75%	79.9%	61.9%	16.1%	73.08%	80.08%	74.52%	
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	99.0%	97.4%	97.2%	93.1%	94.5%	95.0%	98.2%	96.6%	23.2%	96.6%	99.9%	97.4%	
Contacts	# contacts generated	133	188	163	1823	2003	4440	5275	4331	5822	967	20836	4267	25103	
	# contacts generated per Index Complete	3.9	2.5	2.7	3.0	3.2	3.1	3.2	3.2	2.9	3.2	3.1	3.1	3.1	
	# contacts complete	112	155	140	1480	1702	3799	4468	3275	3818	758	16119	3560	19678	
	% contacts complete	84.2%	82.4%	85.9%	81.2%	85.0%	85.6%	84.7%	75.6%	65.6%	78.4%	77.4%	83.4%	78.4%	
	# contacts unreachable (Max Attempts + missing phone numbers)	19	24	10	249	255	489	769	729	1209	16	3267	553	3821	
	% contacts unreachable (Max Attempts + missing phone numbers)	14.3%	12.8%	6.1%	13.7%	12.7%	11.0%	14.6%	16.8%	20.8%	1.7%	15.7%	13.0%	15.2%	
	# contact attempted (all completions + at least 1 attempt)	125	184	150	1728	1959	4239	5165	3886	4718	800	18809	4113	22922	
	Average Time from Contact Generated to Contact Reached	0.00:56:14	0.00:25:10	0.00:43:15	0.01:16:21	0.01:18:09	0.01:16:23	0.02:50:11	0.09:51:01	1.11:51:36	0.17:12:39	0.11:46:13	0.01:03:49	0.07:31:50	
	Average Contact Handle Time	0.00:06:07	0.00:03:59	0.00:04:31	0.00:03:35	0.00:03:30	0.00:03:05	0.00:04:44	0.00:12:14	0.00:15:10	0.00:09:53	0.00:08:47	0.00:04:03	0.00:06:55	
	% contacts completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	89.60%	82.45%	86.42%	81.13%	84.87%	85.27%	84.21%	74.83%	55.43%	74.18%	75.40%	84.81%	82.93%	
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.2%	97.9%	92.6%	94.1%	96.6%	94.8%	96.1%	90.5%	69.9%	86.8%	88.5%	97.1%	84.8%		
Average Time from receipt of initial case name to full completion of all related contacts	0.02:05:18	0.01:40:02	0.02:19:34	0.04:28:43	0.03:41:58	0.03:56:41	0.06:51:05	0.17:41:43	2.07:01:49	1.11:53:23	1.14:12:07	0.03:23:27	0.21:39:02		

Note: UAMS CPH was closed due to inclement weather from 2/15/2021 through 2/19/2021

Note: UAMS CPH resumed contact tracing on 1/19/2021. January data is for the period 1/19/2021 through 1/31/2021